

Information Technology Capital Investment Program

Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Tiffany Hardwick

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Agency: Department of Motor Vehicle

Project: Electronic Voter Registration

Project Manager: Tiffany Hardwick

Reporting Period: Project Inception through 12/

Total Funds Requested: \$2,151,664

Total Funds Allotted to Agency: \$2,151,664

Accumulative Total Capital Fund Expenditures to Date: \$953,755

Brief Project Description/Summary:

The project will streamline DMV's current license/identification card ("credential") and voter registration process using a customer-facing device (CFD) to create a seamless transaction. It will reduce paper records, expand data fields and lessen the amount of data the Examiner enters manually, thereby minimizing the errors that result in poor data quality.

Summary of Progress Achieved to Date:

- Completed business requirements.
- Detailed design is mostly done.
- Application screens have been developed and tested.
- New credit card machines were ordered, received in June 2019 and were subsequently deployed to all branch and partner locations.
- Completed User Acceptance Testing of workflow and screens.
- Manually loaded screens for Beta testing in production on 4 work stations in Wethersfield branch office.
- Deployed EVR in production in all locations except 2 that have remained closed due to the COVID-19 pandemic.
- Planning restart of implementation to remaining locations upon reopening.
- Planning tasks to incorporate Spanish translations into customer-facing screens.

Issues and Risks:

Due to COVID, team had to temporarily put project on hold. Implementation was resumed in all re-opened offices, but two locations/processes are on hold due to closures.

Next Steps & Project Milestones:

- Developing a plan to deploy EVR Client and Application screens to CFD's in all remaining locations after COVID-related reopenings/restarts.
- Training remaining locations on EVR process.
- Planning for tasks to translate EVR customer-facing screens into Spanish and integrating the Spanish screens into the current workflows within the application.